



City of Austin - JOB DESCRIPTION



911 Call Taker

FLSA:	Standard/Non-Exempt	EEO Category:	(30) Technicians
Class Code:	10010	Salary Grade:	OA0
Approved:	October 24, 1997	Last Revised:	December 02, 2010

Purpose:

Under close supervision, responsible for receiving calls for emergency and police service, and entering accurate and concise data into the Computer Aided Dispatch computer system.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Operates 911 communications equipment to monitor and determine the exact nature of each request for service.
2. Determines location and agency involvement of each incident as required.
3. Determines nature of complaint and alarm and code them for computer input.
4. Enters incident data in computer, on appropriate form, or relays calls to appropriate personnel.
5. Routes non-emergency calls to appropriate personnel and/or agency.

Responsibilities - Supervisor and/or Leadership Exercised:

None

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of the operations of a Police Emergency Communications Center.
- Skill in oral and written communication.
- Skill in handling conflict and uncertain situations.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Ability to work in close quarters and to wear a telephone headset.
- Ability to apply telephone interviewing techniques.
- Ability to quickly and accurately obtain appropriate information.
- Ability to learn and communicate medical emergency pre-arrival instructions (EMD).
- Ability to establish and maintain effective communication and working relationships with city employees and the public.

Minimum Qualifications:

- Graduation from high school or equivalent, plus six (6) months in Emergency Communications or Call Center industry.

Licenses and Certifications Required:

- Must be able to obtain TCLEOSE Certification within one (1) year of employment, and TCIC/NCIC certification within six (6) months of employment.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.